

# Contact List

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## Treasury Retail Securities (TRS) Sites

The TRS sites in Minneapolis and Pittsburgh process savings bond transactions and provide instructional materials for agents in their regions.

These TRS sites provide the following materials: gift certificates, over-the-counter savings bond supplies, forms required for savings bond transactions, regulations and qualifications agreements and other information. TRS sites also conduct training seminars.

**Minneapolis**  
**Quick Reference Guide for Savings Bond Issuing and Paying Agents**

If you have questions about...	If you need to contact us by mail or email...	Our hours of operation and contact numbers are...
Customer Service <ul style="list-style-type: none"> <li>• General Inquiries</li> <li>• Non-receipts</li> <li>• Undeliverables</li> </ul>	FRB Minneapolis P.O. Box 9109 Minneapolis, MN 55480-9109 <u>Email:</u> <a href="mailto:mpls.savingsbonds@mpls.frb.org">mpls.savingsbonds@mpls.frb.org</a>	<b>7:00 a.m. – 5:00 p.m. CT</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Over-the-Counter <ul style="list-style-type: none"> <li>• Paper Purchase Orders</li> <li>• Foreign and Fiduciary Purchase Orders</li> </ul>	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	<b>7:00 a.m. – 5:00 p.m. CT</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Savings Bonds Direct® <sup>1</sup> Tech Support* <ul style="list-style-type: none"> <li>• User and LSA Setup</li> <li>• LSA Password Resets</li> <li>• Account Maintenance</li> <li>• File Transmission Support</li> </ul> <p>*Savings Bonds Direct® replaces FedLine®<sup>1</sup> Web Savings Bonds.</p>	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	<b>7:00 a.m. – 5:00 p.m. CT</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Redemption and Reissue H/HH Bond Servicing	FRB Minneapolis P.O. Box 214 Minneapolis, MN 55480-0214	<b>7:00 a.m. – 5:00 p.m. CT</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-6795
Ordering Forms/Supplies	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	<b>24-Hour Recorded Line</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 1) <u>Fax:</u> 612-204-5740
EZ Clear	<b>No Change.</b> Continue to use the current procedures for EZ Clear cash letters.	<b>6:00 a.m. – 3:30 p.m. CT</b> <ul style="list-style-type: none"> <li>• For deposit inquiries, contact your check processing site.</li> <li>• For all other inquiries, contact EZ Clear, FRB Pittsburgh.  <u>Toll Free:</u> 1-800-245-2804            (Menu Option 4, then Opt. 4)  <u>Fax:</u> 412-261-8562             </li> </ul>
Training Seminar Information	<u>Website:</u> <a href="http://www.frbservices.org">www.frbservices.org</a>	<b>7:00 a.m. – 5:00 p.m. CT</b> <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Overnight Mailings  <i>Note: Overnight mailings for EZ Clear do not go to this address.</i>	FRB Minneapolis Savings Bonds Division 90 Hennepin Ave Minneapolis, MN 55401	<b>N/A</b>

**Transaction Deadline for Processing**

The transaction deadline for submitting Savings Bonds Direct® files is **1:00 p.m., CT.**

<sup>1</sup>Savings Bonds Direct® and FedLine® are registered trademarks of the U.S. Department of the Treasury, Bureau of the Public Debt.

**Pittsburgh**  
**Quick Reference Guide for Savings Bond Issuing and Paying Agents**

<b>If you have questions about...</b>	<b>If you need to contact us by mail or email...</b>	<b>Our hours of operation and contact numbers are...</b>
Customer Service <ul style="list-style-type: none"> <li>• General Inquiries</li> <li>• Non-receipts</li> <li>• Undeliverables</li> </ul>	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299 <u>Email</u> : <a href="mailto:savingsbonds@clev.frb.org">savingsbonds@clev.frb.org</a>	<b>8:00 a.m. – 6:00 p.m. ET</b> <u>Toll Free</u> : 1-800-245-2804 (Menu Option 4, then Option 2) <u>Fax</u> : 412-261-7948
Over-the-Counter <ul style="list-style-type: none"> <li>• Paper Purchase Orders</li> <li>• Foreign and Fiduciary Purchase Orders</li> <li>• Savings Bonds Direct® Orders or Batch Deletions</li> </ul>	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	<b>7:00 a.m. - 4:00 p.m. ET</b> <u>Toll Free</u> : 1-800-245-2804 (Menu Option 4, then Option 3) <u>Fax</u> : 412-261-7839
Savings Bonds Direct® Tech Support* <ul style="list-style-type: none"> <li>• User and LSA Setup</li> <li>• LSA Password Resets</li> <li>• Account Maintenance</li> <li>• File Transmission Support</li> </ul> <p>*Savings Bonds Direct® replaces FedLine® Web Savings Bonds.</p>	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	<b>7:00 a.m. - 4:00 p.m. ET</b> <u>Toll Free</u> : 1-800-245-2804 (Menu Option 4, then Option 3) <u>Fax</u> : 412-261-7839
Redemption and Reissue H/HH Bond Servicing	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	<b>8:00 a.m. – 6:00 p.m. ET</b> <u>Toll Free</u> : 1-800-245-2804 (Menu Option 4, then Option 2) <u>Fax</u> : 412-261-8563
Ordering Forms/Supplies	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	<b>24 Hour Recorded Line</b> <u>Toll Free</u> : 1-800-245-2804 (Menu Option 4, then Option 1) <u>Fax</u> : 412-261-7948
EZ Clear	<b>No Change.</b> Continue to use the current procedures for EZ Clear cash letters.	<b>7:00 a.m. – 4:30 p.m. ET</b> <ul style="list-style-type: none"> <li>• For deposit inquiries contact your check processing site.</li> <li>• For all other inquiries contact EZ Clear, FRB Pittsburgh.  <u>Toll Free</u>: 1-800-245-2804            (Menu Option 4, then Opt. 4)  <u>Fax</u>: 412-261-8562         </li> </ul>
Training Seminar Information	<u>Website</u> : <a href="http://www.frbsecurities.org">www.frbsecurities.org</a>	<u>Phone</u> : 412-261-7451 <u>Email</u> : <a href="mailto:pgh.seminars@clev.frb.org">pgh.seminars@clev.frb.org</a>
Overnight Mailings  <i>Note: Overnight mailings for EZ Clear do not go to this address.</i>	FRB Pittsburgh Savings Bonds Division 717 Grant Street Pittsburgh, PA 15219	<b>N/A</b>

<b>Transaction Deadline for Processing</b>
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## **Bureau of the Public Debt**

Public Debt is the Treasury bureau tasked with administering the Savings Bonds program. The Office of Retail Securities supervise the issuing, servicing, and retirement of all series of savings bonds, savings notes, and retirement bonds. The Office of Investor Services also settles claims for lost, stolen, destroyed and mutilated bonds. Public Debt provides customer brochures and pamphlets for download at [http://www.treasurydirect.gov/instit/savbond/mat/mat\\_broch.htm](http://www.treasurydirect.gov/instit/savbond/mat/mat_broch.htm).